

From: Curtis Killorn
To: Microsoft ATR
Date: 1/15/02 11:27pm
Subject: Microsoft Settlement

Attention: Renata B. Hesse

I wish to comment concerning the up-coming settlement of the corporation of Microsoft. Under the federal law of the Tunney Act, I believe I have this right.

In my thirty years as a working tax paying citizen I have never had a good experience with the products of Microsoft, my exposure is as follows:

I was a Composition Manager for the largest publication company in central Colorado for six years and found the software to be cumbersome and very difficult to carry out our daily work load without the constant problems which seemed to be inherent with this product. As technology progressed and the internet become much more important, our work load and complexity doubled. The experience of networking servers and work stations together with Microsoft programs required constant maintenance and a continual bills for technical support and training.

As a owner of the largest restaurant in Chaffee county, Colorado, I have inherited a point of sales system which runs on Microsoft. I have spent over \$120,000 on a networked system which is at best faulty and at the worst useless. This system has been the source of constant frustration. The system promises great efficiency and productivity to help enhance the work load of a restaurant, but in turn has become the signal largest liability we have to contend with.

On a personal note: All the talk of Microsoft has been that they the "great innovators" and "revolutionary designers", well, I just don't see it. If this settlement allows Microsoft to "give" their leftover products to our children, Microsoft will only be given an even greater advantage to propagate their product. Here's an idea: why not have Microsoft pay Apple to give their new iMacs to the poorest schools in America.

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